Modernizing Diplomacy
U.S. Foreign Policy in an Age of Connection Technologies

"Just as the Internet has changed virtually every aspect of how people worldwide live, learn, consume and communicate, connection technologies are changing the strategic context for diplomacy in the 21st century."

–Secretary of State Hillary Rodham Clinton

For Secretary of State Hillary Rodham Clinton, modernizing U.S. diplomacy is a strategic imperative. The widespread diffusion of technologies such as broadband Internet, social media and mobile phones requires updating our policies and practices. Connection technologies now increase our impact across the range of diplomatic activities, from public diplomacy to commercial outreach, from disaster response to democracy promotion.

Supporting U.S. Values

Building on "The White House International Strategy for Cyberspace," the State Department is promoting policies that support our values and objectives in cyberspace:

- **Internet Freedom:** The free flow of information online empowers individuals and strengthens societies, but some governments censor and use surveillance to chill free expression and arrest dissidents merely for the opinions they express. In addition to promoting Internet freedom globally, the State Department and the U.S. Agency for International Development (USAID) financially support human rights activists in this area.

- **Internet Governance:** Preserving an open, free, and secure Internet requires a stable and effective system of Internet governance. We are committed to the decentralized, "multi-stakeholder" model that includes governments, businesses, academia, and civil society. This has kept the Internet running through interruptions and proven capable of solving technical and policy problems to address issues, including data privacy and protection, intellectual property and taxation.

- **Cybersecurity:** In the face of potential attacks on strategic targets such as critical infrastructure, theft of personal data and intellectual property, and disruptions to commerce, cybersecurity is a key to global security. We are building capacity abroad by: 1) ensuring that law enforcement agencies have appropriate authorities and tools to investigate cybercrime and deal with electronic evidence; 2) promoting enactment of

substantive cybercrime laws; and 3) creating formal and informal mechanisms like the G8 24/7 network to ensure effective and timely international cooperation.

- **Access and Development:** Increasing access to connection technologies can promote development by improving governance, enhancing democracy and access to justice, fostering health and education, reducing corruption, and facilitating independent and citizen journalism. Access can accelerate economic growth by increasing efficiency, opening new markets, creating technology-related jobs, and reducing the cost of doing business and entering markets. Many countries face barriers such as high costs, limited incomes, lack of rural coverage, illiteracy, discrimination, tradition, and cultural prejudices. The State Department is pursuing policies to enhance access and technical expertise, particularly for women and other populations who have been underserved.

- **Open Government:** President Obama and Brazilian President Rousseff launched the Open Government Partnership (OGP) to advance global progress on good governance. OGP brings together technology companies, international networks of civil society organizations, and government leaders in regular gatherings to share innovative practices that promote transparency and accountability, fight corruption and energize civic participation. OGP itself models these commitments through technology-enabled transparency: every member country is required to publish its action plan on OGP's website to allow for citizen review. OGP is open to any government that agrees to its process of regular consultation, plan development, implementation, and assessment.

Modernizing the Tools of Diplomacy

The State Department offers U.S. diplomats tools and training to increase their impact in a connected world; balance innovation and risk in a large and complex institution; modernize our infrastructure; and encourage greater internal collaboration and knowledge sharing, for example:

- **Travel and environmental alerts:** The smartphone-based Smart Traveler Enrollment Program (STEP) enables U.S. citizens living or traveling abroad to register with the Department for assistance in the event of emergencies, and a Twitter-based system provides hourly updates on air quality status in Beijing, China.
- **Human rights, democracy promotion, development, and disaster response:** Social media tools have enabled citizen engagement in Syria and following earthquakes in Haiti and Japan. HumanRights.gov consolidates human rights policy, information and statements from across the U.S. government.
- **Economics and business:** Web-based meetings and conference calls enable real-time dialogue between our embassies and Ambassadors and the U.S. business community.
- **Education and culture.** In Tunisia, more than half a million people signed up for a State Department-sponsored program offering English language learning via mobile phone
- **Gender equality:** The Department has partnered with the Global System for Mobile Communication Association (GSMA) to bridge the gender gap in mobile phone ownership.
- **Public diplomacy:** A Persian-language Google+ hangout has enabled the Department's spokesperson to answer questions from inside Iran delivered via prominent journalists.